

FIG. 1

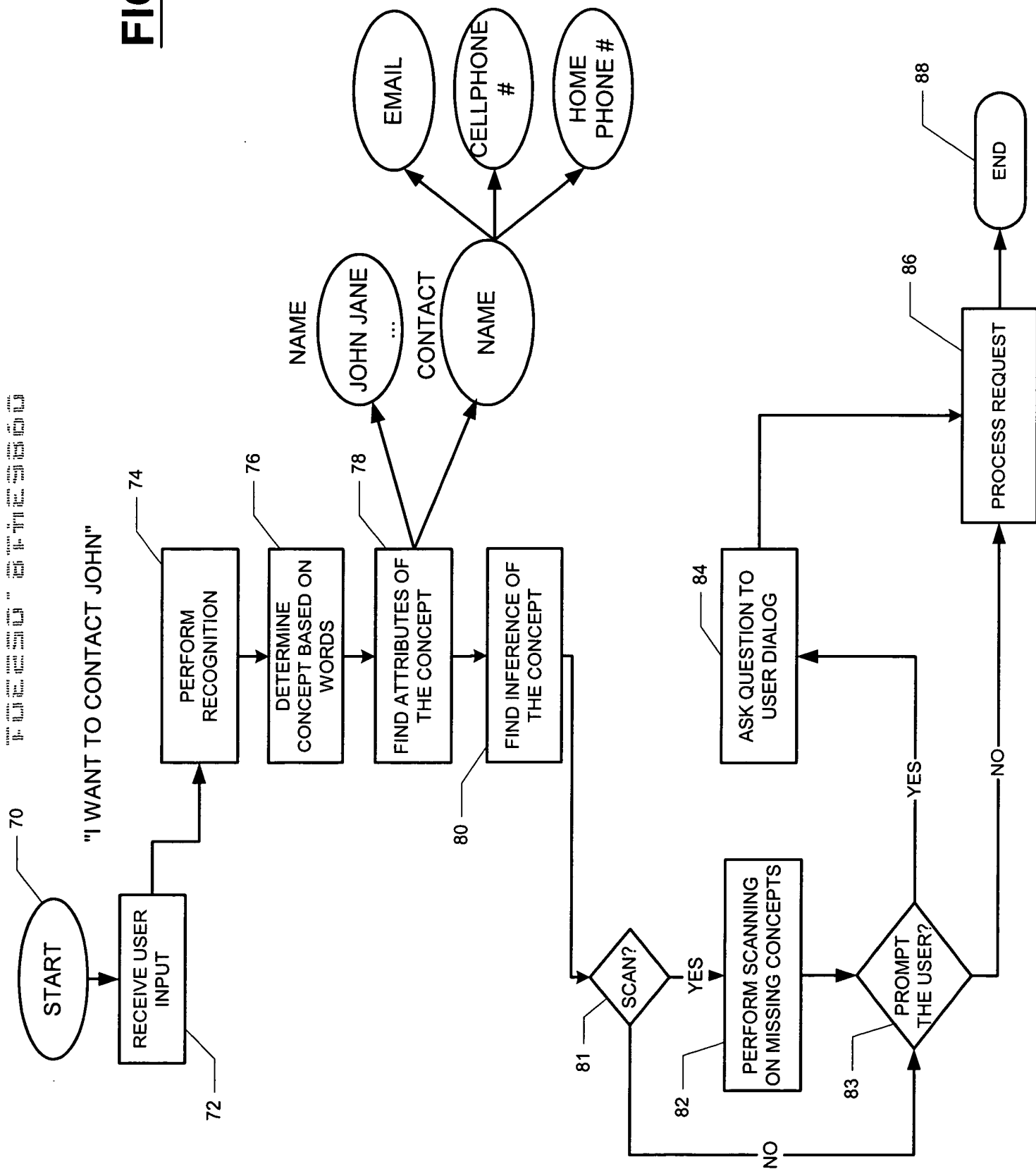


FIG. 2

EXAMPLE "I WANT TO CONTACT JOHN ABOUT THE MEETING"

110

100

EXAMPLE "I WANT TO CONTACT JOHN ABOUT THE MEETING"

[VALUE, FREQUENCY, CONTENT]

QUALITATIVE

EMAIL C₂

106

EMAIL(X)
ADDRESS (Y)

CONTACT
JOHN
FOR
MEETING

36

[FUZZY INFERENCE]

QUANTITATIVE

108

112

EMAIL
LIKELIHOOD
= 0.9

NAME C₁

JOHN

CALL (50%) C₃

TELEPHONE

104

C₄

CELLPHONE
#

C₅

HOME
PHONE #

C₆

OFFICE
PHONE #

CONTACT

USER
PROFILE
DATABASE

114

FIG. 3

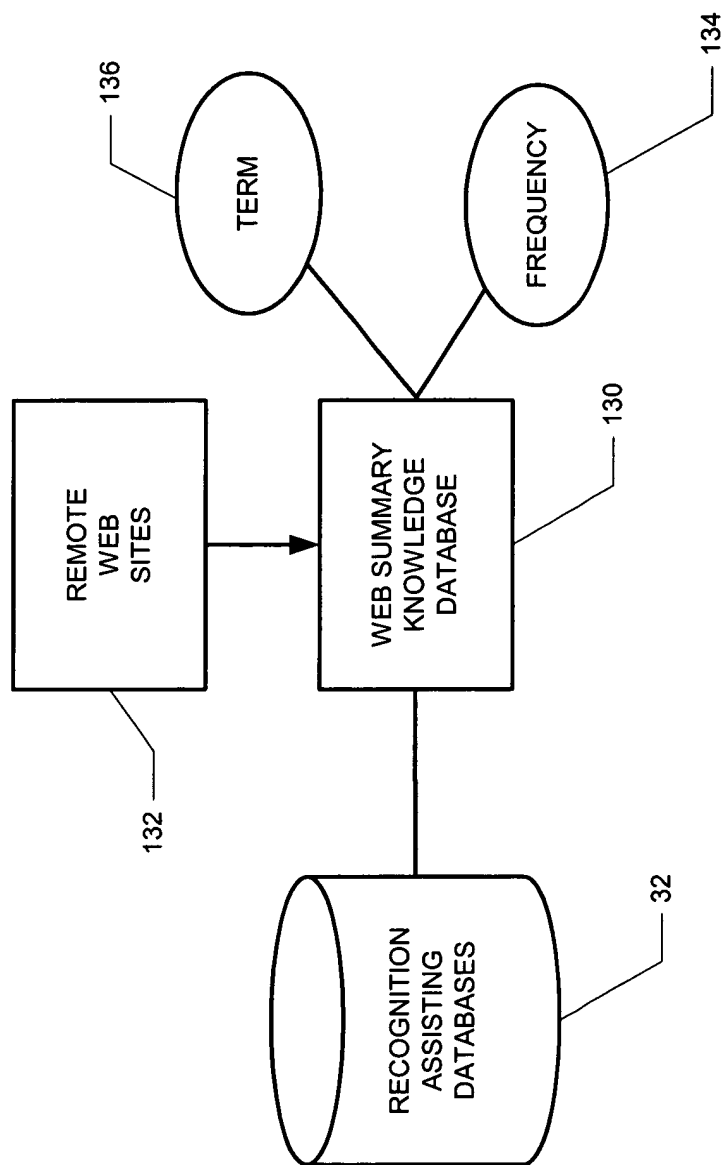


FIG. 4

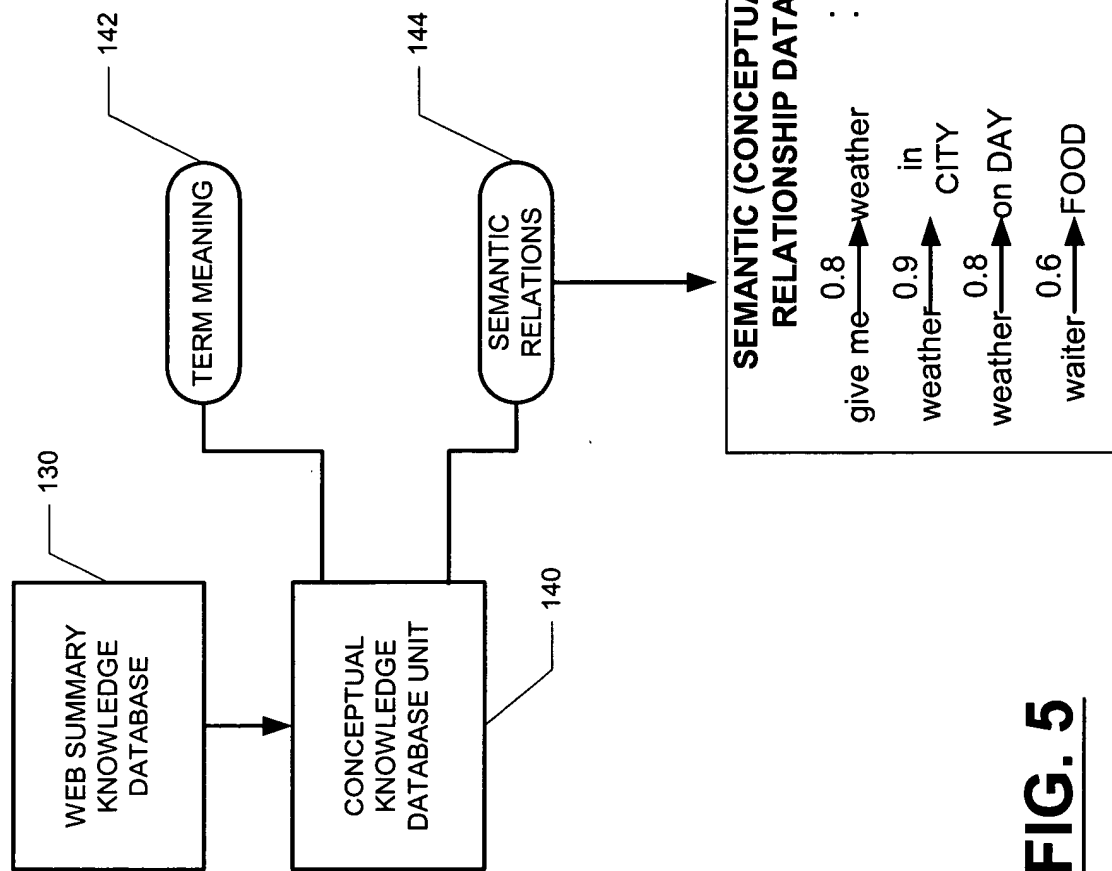


FIG. 5

FIG. 6

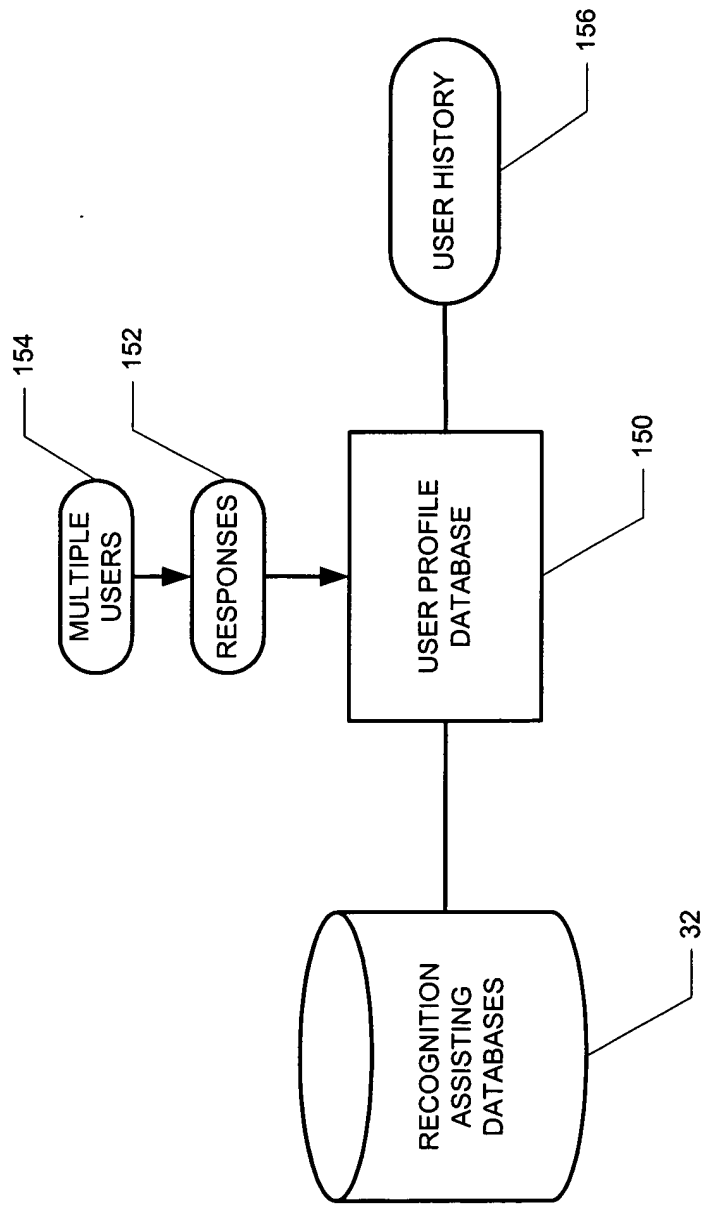


FIG. 6